



Southeast Wisconsin Medicaid Managed Care Organizations RFP

HMO Enrollment

Department of Health Services

November 11, 2009



TOPICS

- HMO Enrollment Selection Process
- Making the HMO Selection
- Auto Assignment and Open Enrollment
- Exclusions and Exemptions
- HMO Selection Tool: Health Survey and HMO Choice Pages

HMO Enrollment Selection Process



Phase In

- **All** Standard Plan and Benchmark Plan BadgerCare Plus members residing in the six counties covered by the RFP will be mailed information on the HMOs available to them and asked to make a choice.
- Members will be enrolled into HMOs in three phases. The new HMO assignments will be effective August 1, 2010; September 1, 2010 and October 1, 2010.



Making the HMO Selection

- ACCESS

Members will be asked in the informational materials to make their HMO choice online at access.wi.gov.

- HMO Enrollment Specialist

Members may also call the HMO Enrollment Specialist at (800) 291-2002 to select an HMO.



Auto Assignment

Members who do not respond to the mailing will be auto assigned to an HMO. Initially, auto assignments will be made based on the score the HMO received on the Cost Proposal section of the RFP.

- The HMO with the lowest Cost Proposal will receive 60 percent of the auto assignments.
- The HMO with the second lowest Cost Proposal will receive 25 percent of the auto assignments.
- The remaining 15 percent will be allotted to the HMO with the third lowest Cost Proposal and any other HMOs that may be awarded contracts.

After approximately 18 months, members will be auto assigned to HMOs based on the HMOs' quality performance instead of the Cost Proposal response.



Open Enrollment Period

- Members may choose a different HMO through the 90th day of their enrollment.
- After the 90th day, members are locked in to their HMO for the next nine months.
- Members may choose a different HMO at any time after their lock in expires.

Groups Excluded from HMO Enrollment



- Certain groups are excluded from HMO enrollment by Federal law.
 - Medicare beneficiaries
 - Children under 19 who:
 - Receive SSI
 - Are in Foster Care
 - Have Special Health Care Needs
 - Native Americans (members of federally recognized tribes) may enroll voluntarily.

Exemptions from HMO Enrollment



- Members with continuity of care needs may be able to delay the start of their HMO enrollment.
- Women with high risk pregnancies at the time of initial HMO enrollment whose physician or hospital is not affiliated with an HMO may be exempted through post partum.
- Women in the third trimester of pregnancy at the time of initial HMO enrollment whose physician or hospital is not affiliated with any HMO may be exempted through post partum.
- Infants weighing less than 1200 grams at birth are not enrolled in HMOs.
- Children participating in the Birth to Three Program may be exempted from HMO enrollment.



HMO Selection Tool

- Members making an HMO choice using ACCESS (or by contacting the HMO Enrollment Specialist) will be asked a series of questions about provider preferences and family health conditions.
- Initially, the HMO Selection Tool will rank the available HMOs for the BadgerCare Plus family based on provider preference and the score the HMO received on the Technical Proposal.
- When quality data becomes available, approximately 18 months after implementation of the contract, HMOs will be ranked for the member based on a combination of provider preference, member health conditions and HMO quality scores.
- Members will be able to search for HMO affiliation of their providers in ACCESS.
- The member may choose any available HMO after reviewing HMO information and rankings.
- All eligible family members are enrolled in the same HMO.



Health Survey Objectives

- Give HMOs information about the health status of enrollees.
- Help members choose the HMO that will best meet their health needs.
- Provide DHS with data about the health status and needs of BadgerCare Plus members.
- Following is a sample of the draft Health Survey pages developed in ACCESS for the Core Plan. Similar pages are in development for BadgerCare Plus families.



State of

W I S C O N S I N

ACCESS



** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING ** [Español](#) Friday February 6, 2009

Hello, John. You are logged in.
Your tracking number: 2700307127



About Your Health

Next, please take 5 to 10 minutes to tell us about your health and your current medical providers. We're asking about just a few of the conditions that are common among people ages 19 to 64. If you have any other health needs, you should let your doctor know once you are enrolled in BadgerCare Plus.

You will not be denied health care benefits or health care services because of a pre-existing condition. Your answers to these questions will not be used against you in any way.

This is a secure website run by the Wisconsin Department of Health Services. We will only share your answers with your Health Maintenance Organization (HMO) and your health care providers.



John

Please check the box for any medical condition that John has right now.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Asthma | <input type="checkbox"/> Emphysema |
| <input checked="" type="checkbox"/> Cancer | <input type="checkbox"/> Heart Problems |
| <input checked="" type="checkbox"/> COPD (Chronic Obstructive Pulmonary Disease) | <input type="checkbox"/> High Blood Pressure |
| <input checked="" type="checkbox"/> Depression | <input type="checkbox"/> Stroke |
| <input checked="" type="checkbox"/> Diabetes | |

* Does John feel that he/she has a problem with his/her use of alcohol or drugs? ☐ Yes ☒ No

* In the last two years, has John been hospitalized or had other medical care for emotional or psychiatric reasons? ☐ Yes ☒ No

* Does John take more than 5 prescription medications? ☐ Yes ☒ No

* Does John use tobacco? ☐ Yes ☒ No

* Does John have a regular doctor? ☐ Yes ☒ No

* Does John have a regular clinic or hospital? ☐ Yes ☒ No



Save & Exit





** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING ** [Español](#) Friday February 6, 2009

Hello, John. You are logged in.
Your tracking number: 2700307127



John's Medical Conditions

You told us that John has asthma.

- * Has John been to the emergency room in the past 12 months because of asthma? ☒ Yes ☐ No
- * Has John been hospitalized in the past 12 months because of asthma? ☐ Yes ☒ No

You told us that John has cancer.

* Please check the box for any type of cancer that John has:

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> Colon | <input type="checkbox"/> Prostate |
| <input checked="" type="checkbox"/> Lung | <input type="checkbox"/> Testicular |
| <input type="checkbox"/> Other | |

You told us that John has COPD.

- * Has John been to the emergency room in the past 12 months because of COPD? ☐ Yes ☒ No
- * Has John been hospitalized in the past 12 months because of COPD? ☐ Yes ☒ No

You told us that John has depression.

- * Has John been to the emergency room in the past 12 months because of depression? ☐ Yes ☒ No
- * Has John been hospitalized in the past 12 months because of depression? ☐ Yes ☒ No

You told us that John has diabetes.

- * Has John been to the emergency room in the past 12 months because of diabetes? ☐ Yes ☒ No
- * Has John been hospitalized in the past 12 months because of diabetes? ☐ Yes ☒ No



*** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING *** [Español](#) Friday February 6, 2009

Hello, John. You are logged in.
Your tracking number: 2700307127

[Print](#) [Help](#)

Health Needs Summary

Here is a summary of what you've told us. If you would like to change your answers, click on "Change". If you would like to remove something, click on "Erase".

Once you submit the survey you will not be able to view your answers to the questions again. If you wish to have the answers to your survey, please click the Print button at the top of the page.

Review Your Answers



John

Medical Conditions

Medical Conditions	Details	Change or Erase
Asthma	• Emergency room visit	Change or Erase
COPD (Chronic Obstructive Pulmonary Disease)		Change or Erase
Depression		Change or Erase
Diabetes		Change or Erase
Cancer	• Lung	Change or Erase

[Add Another Medical Condition](#)

Other Information	Yes or No	Change
Alcohol or drug problem	No	Change
Emotional or psychiatric care	No	Change
More than 5 prescription medications	No	Change
Tobacco use	No	Change

Regular Doctors

Doctor Name	Clinic or Hospital	Address	Erase
You did not choose a regular doctor.			

[Add a Doctor](#)

Clinics and/or Hospitals

Clinic or Hospital	Address	Erase
You did not choose a clinic or hospital.		

[Add a Clinic or Hospital](#)

[Back](#) [Save & Exit](#) [Next](#)

HMO Choice



- Members will review information online to help them select an HMO.
- Members can view the HMO Report Card, see how the HMOs rank on treating specific health conditions, and search HMO affiliation of physicians and hospitals.
- The tool will rank the HMOs based on the family's health care needs, provider preferences and overall quality ratings.
- Following is a sample of the draft HMO choice pages developed in ACCESS for the Core Plan. Similar pages are in development for the BadgerCare Plus families. (The data does not reflect actual HMO information and is for illustrative purposes only.)

THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING [Español](#) Friday February 6, 2009

Hello, John. You are logged in.
Your tracking number:2700307127

[Print](#) [Help](#)

Your HMO Options

Next, please select the HMO that you would like to enroll in after your request for the Core Plan has been processed. Keep in mind that you can change your HMO up to 90 days after your enrollment starts.

We've listed the HMOs in your area below. We've ranked these HMOs based on what you've told us about your doctors, clinics, hospitals and health needs. To learn more about the ranking, [click here](#).

Keep in mind that all HMOs cover the same services as part of the BadgerCare Plus Core Plan.

To select an HMO, click the Select This HMO button. If you change your mind, you can change HMOs up to 90 days after your enrollment starts.

Select an HMO [HMO Report Card](#) [Doctor Search](#) [Clinic or Hospital Search](#)

1



Arise Health Insurance

Compared to other HMOs in your area, here's how well this HMO:

Helps members manage chronic diseases: ★ ★ ★
Is rated by its members: ★ ★ ★

Why #1?

[Learn More](#)

In this HMO:
No Co-pays
Transportation

Which of my doctors, clinics, or hospitals are in this HMO?
None
[Search for a doctor, clinic or hospital](#)

Select This HMO

2



Humana Medicare

Compared to other HMOs in your area, here's how well this HMO:

Helps members manage chronic diseases: ★ ★ ★
Is rated by its members: ★ ★ ★

[Learn More](#)

In this HMO:
None

Which of my doctors, clinics, or hospitals are in this HMO?
None
[Search for a doctor, clinic or hospital](#)

Select This HMO

3



Medical Associates

Compared to other HMOs in your area, here's how well this HMO:

Helps members manage chronic diseases: ★ ★ ★
Is rated by its members: ★ ★ ★

[Learn More](#)

In this HMO:
Copays
No Co-pays
Transportation

Which of my doctors, clinics, or hospitals are in this HMO?
None
[Search for a doctor, clinic or hospital](#)

Select This HMO

[Save & Exit](#)

State
of

W I S C O N S I N

ACCESS

** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING ** [Español](#) Friday February 6, 2009

Hello, John. You are logged in.
Your tracking number: 2700307127



Print



Help

Your HMO Selection



You have selected **Arise Health Insurance** as your HMO.

If you want to change HMOs, you can do this up to 90 days after your enrollment starts.

Keep in mind that BadgerCare Core Plan benefits will not start until after you pay the non-refundable application processing fee and your application has been processed. If you meet all program rules, you will get a letter that lets you know when your benefits will start.

If you have any questions, please call the Enrollment Services Center at XXX-XXX-XXXX.

Arise Health Insurance

Phone: (608) 283-3038

Wisconsin Relay: (548) 658-5746

www.humana.com

Clinics near 430 W Main St , Madison, WI 53703

Name	Address	Distance
HEALTH CARE FOR THE HOMELESS OF MILWAUKEE INC	711 W CAPITOL DR #100 MILWAUKEE , WI 55585	0.1
THIRD CLINIC	433 WEST WASH AV #100 EDGERTON , WI 55555	0.1
CITY OF WEST ALLIS HEALTH DEPARTMENT	7120 W NATIONAL AVE #100 MILWAUKEE , WI 55555	0.1

Hospitals near 430 W Main St , Madison, WI 53703

Name	Address	Distance
FAMILY HOSPITAL	55 N PARK ST PO BOX 223 MADISON , WI 55555	0.6

Change HMO

Save & Exit

Next





State
of

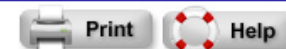
W I S C O N S I N

ACCESS



** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING ** [Español](#) Friday February 6, 2009

Hello, John. You are logged in.
Your tracking number: **4700307145**



HMO Report Card

Here are the ratings that each HMO gets for helping its members manage chronic diseases (such as asthma and diabetes). You'll also see the rating that each HMO's members gave when we asked them about their HMO's customer service and the health care it provides.

When an HMO gets three stars, it means it was better than average compared to the other HMOs on the list. When it gets two stars, it means that it was average compared to the other HMOs.

When an HMO gets one star, it means it was below average compared to other HMOs. This does not mean that the HMO provides poor care or bad service, but only that the HMO scored below average compared to other HMOs.

Select an HMO

HMO Report Card

Doctor Search

Clinic or Hospital Search

Overall Ranking	HMO Name	Asthma	Diabetes	Customer Service	Getting Needed Care	Health Plan	Health Care
1	Arise Health Insurance	★☆☆	★★★★	★★★★	★★★	★★★	★★★
2	Humana Medicare	★★★★	★★★	★★★	★★★	★★★	★★★
3	Medical Associates	★★★	★★★	★★★	★★★★	★★★★	★★★★

Save & Exit



** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING ** [Español](#) Friday February 6, 2009

Hello, John. You are logged in.
Your tracking number: 4700307145



Doctor Search

On this page, you can search for doctors in the BadgerCare Plus Network.

If you are looking for a doctor you know, please give us his or her name. Otherwise, you can search by type of doctor, gender, language, or location.

If you need help with searching for a doctor, click the Help button or call the BadgerChoice Support Center at 1-XXX-XXX-XXXX.

Select an HMO

HMO Report Card

Doctor Search

Clinic or Hospital Search

Doctor's First Name:

Doctor's Last Name:

Gender:

Language other than English:

Type of Doctor:

☐ Primary Care

☐ Specialist

Search within miles of:

Address:

City:

State:

Zip:

Which HMOs should we search?

☒ Medical Associates

☒ Arise Health Insurance

☒ Humana Medicare

☒ Dean Care

Search

Save & Exit



State of

W I S C O N S I N

ACCESS

** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING ** [Español](#) Friday February 6, 2009

Hello, John. You are logged in.
Your tracking number: **4700307145**



Print



Help

Your Search Criteria

You searched for Doctors using:

Speciality:

Within 10 miles of: **430 W Main St
Madison, WI 53703**

We have shown the results of this search below. To change your search, click the Back button.

If you know which HMO you would like to select, click the Select This HMO button.

Select an HMO

HMO Report Card

Doctor Search

Clinic or Hospital Search

Doctor	Details	Distance	HMOs
Kattie Smith 480 Underwood AveBox 181 Montello, WI 55525	Type of Doctor: Internal Medicine Gender: Male Language other than English:	0.1	Arise Health Insurance
Natalie Steve UWSP Student Health Services 910 Fremont St#100 Stevens Point, WI 55255	Type of Doctor: Family Medicine Gender: Male Language other than English: German	0.1	Arise Health Insurance
Jones Smith Lake Geneva Co HHSD 500 Interchange N#100 Lake Geneva, WI 55855	Type of Doctor: Family Medicine Gender: Male Language other than English:	0.1	Medical Associates
Rosa Smith First Place Clinic 430 E Washington AvePO Box 200 Madison, WI 55555	Type of Doctor: Pediatrician Gender: Male Language other than English:	0.7	Medical Associates
Jason Smith Middle Clinic 298 E Olin Avenue#100 Madison, WI 55577	Type of Doctor: Ophthalmologist Gender: Male Language other than English:	1.3	Medical Associates
David Smith West Clinic 301 Miller Ave#100 Madison, WI 55555	Type of Doctor: Oncologist Gender: Male Language other than English:	2.8	Medical Associates
Johanna Smith East Clinic 55 Oak St#100 Madison, WI 55555	Type of Doctor: Oncologist Gender: Male Language other than English:	3.1	Medical Associates



Back

Save & Exit



State of

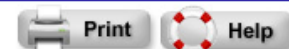
W I S C O N S I N

ACCESS



**** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING **** [Español](#) Friday February 6, 2009

Hello, John. You are logged in.
Your tracking number: **4700307145**



Clinic or Hospital Search

On this page, you can search for clinics or hospitals in the BadgerCare Plus Network.

If you are looking for a certain clinic or hospital, please give us the name. Otherwise, you can search by type and/or location.

If you need help with searching for a clinic or hospital, click the Help button or call the BadgerChoice Support Center at 1-XXX-XXX-XXXX.

Select an HMO

HMO Report Card

Doctor Search

Clinic or Hospital Search

Clinic or Hospital Name:

Family

Search within miles of:

Address:

430 W Main St

City:

Madison

State:

Wisconsin

Zip:

53703

Which HMOs should we search?



Medical Associates



Arise Health Insurance



Humana Medicare



Dean Care

Search

Save & Exit



** THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING ** [Español](#) Friday February 6, 2009

Hello, John. You are logged in.
Your tracking number:4700307145



Your Search Criteria

You searched for clinics or hospitals using:

Within 10 miles of: **430 W Main St
Madison, WI 53703**

We have shown the results of this search below. To change your search, click the Back button.

If you know which HMO you would like to select, click the Select This HMO button.

Select an HMO

HMO Report Card

Doctor Search

Clinic or Hospital Search

Clinic or hospital	Distance	HMOs
Family Comm Clinic 302 W Lake St PO Box 209 Friendship , WI 55555	0.1 miles	Humana Medicare
Family Hospital 55 N Park St PO Box 223 Madison , WI 55555	0.6 miles	Humana Medicare

Select this HMO

Select this HMO



Back

Save & Exit



Questions?